



Kawartha Lakes Paramedic Service

Addressing Gaps in Senior Services



THE MUNICIPALITY

- 75,000 permanent and 30,000 seasonal residents
- 3,080 km² second largest municipality in Ontario by land area (after Greater Sudbury)
- 25% CKL population is 65 years and over versus provincial 17%
- Ambulance operations supported 50% by municipal tax, 50% provincial grant
- Municipality supports 100% ambulance capital budget





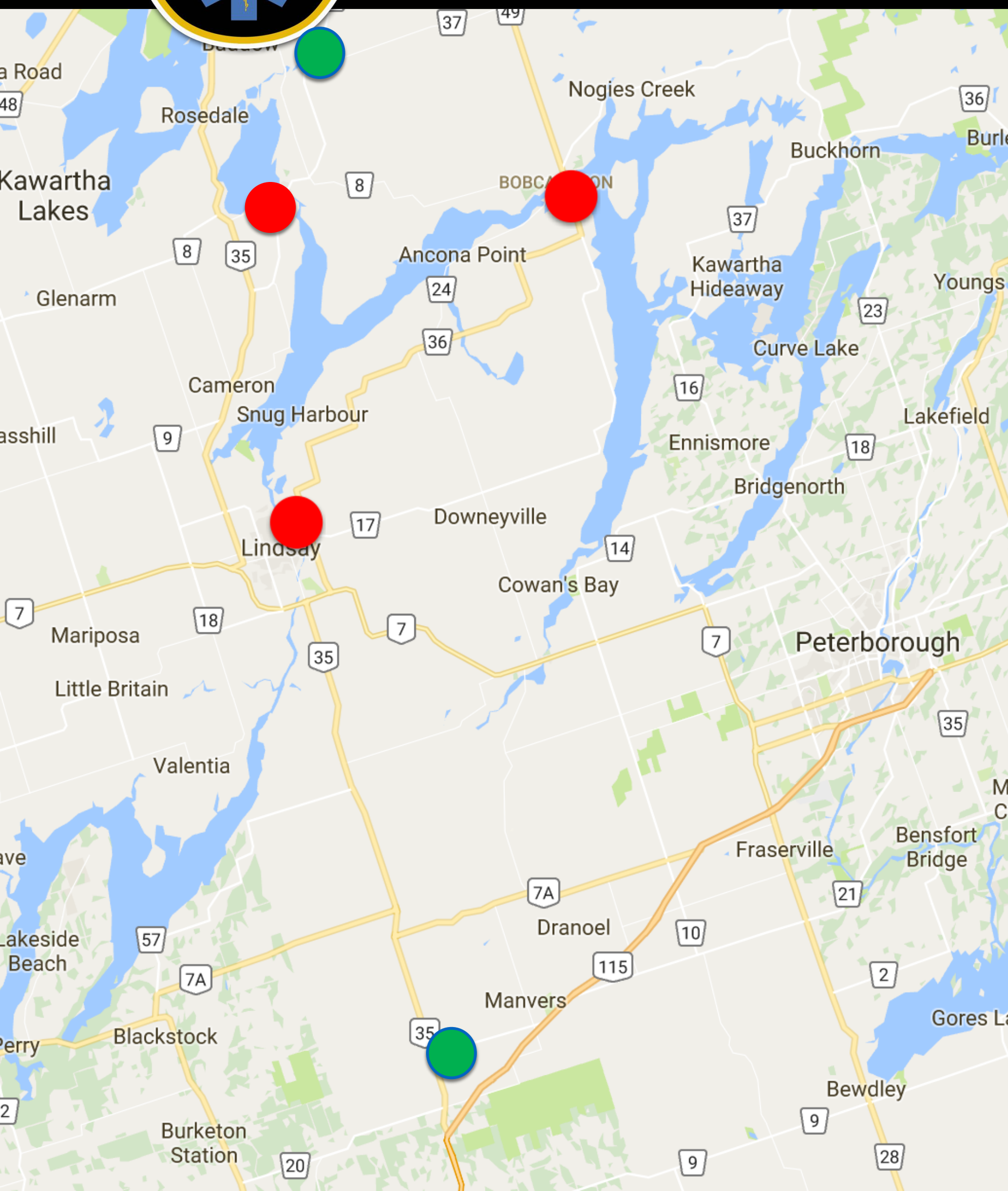
THE PARAMEDIC SERVICE

- Joined municipality in 2002
- 6 ambulances on days, 4 on nights, 1 Supervisor (ERU), 1 seasonal
- 23,000 calls/year, 11,400 transports to hospital in 2018
- 80 Paramedics, 10 Support staff
- 2 levels of care; Primary and Advanced (with intermediate PCP AIV)
- 50% Full time staff is trained to ACP level
- Certification is regulated by MOHLTC, Base Hospital (Lakeridge Health), local Paramedic Service
- Training and evaluation 4X/year, CQI for performance





BASES



PRIMARY STATIONS

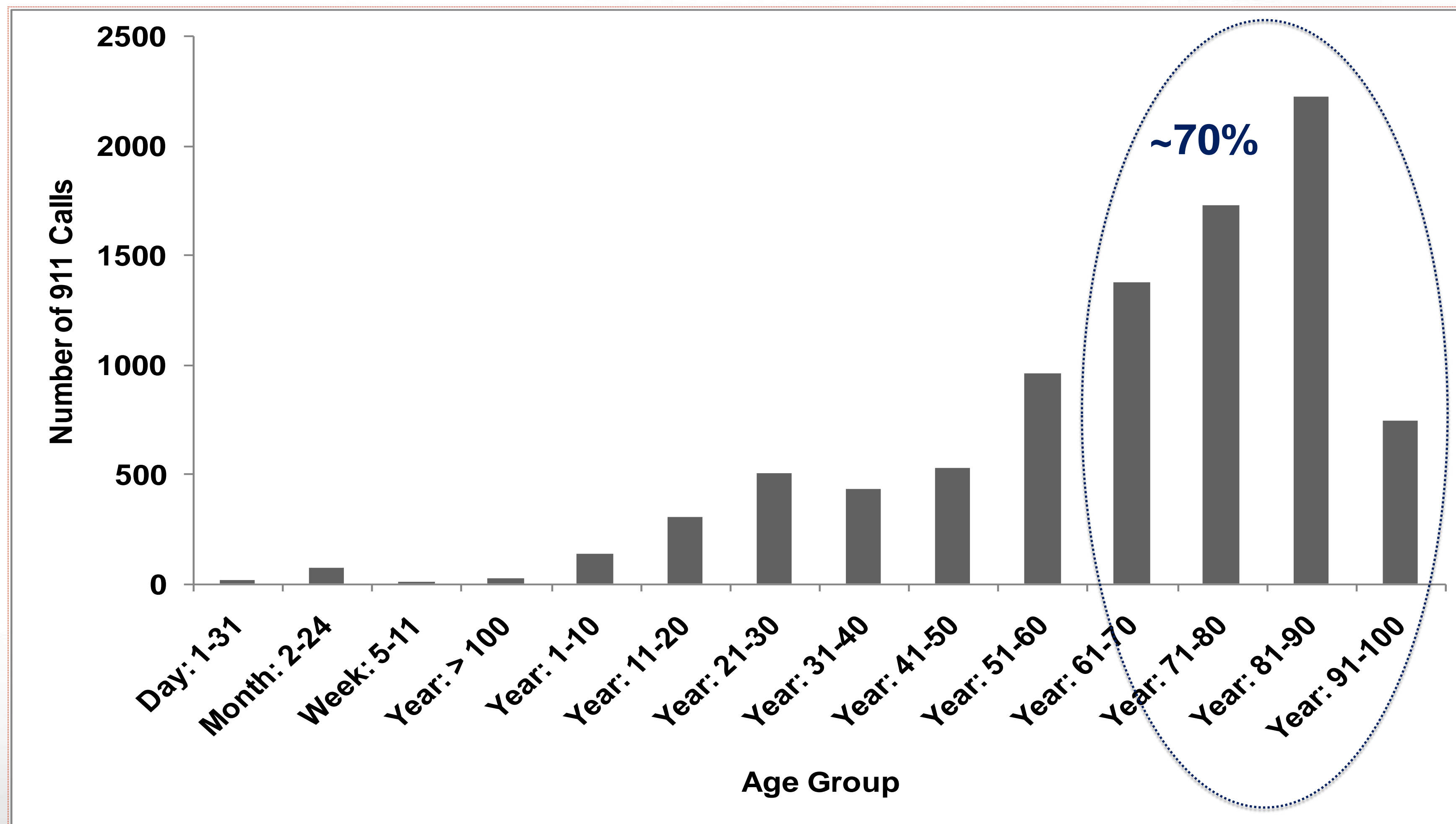
- **Lindsay**
 - 2 - 24 hour ambulances, 1 -12 hour day ambulance
- **Bobcaygeon**
 - 1 - 24 hour ambulance
- **Fenelon Falls**
 - 1 - 24 hour ambulance

SECONDARY STATIONS

- **Coboconk**
 - 1 - 12 hour day ambulance Coboconk
- **Pontypool**
 - Staffed 11:00-23:00 Friday-Sunday



911 CALLS BY AGE GROUP, 2018





CP ENDEAVORS...

Proposed CP Home Visits (2017)

- Family Health Care Team and CKL Community Care (Primary Care & GAIN)
- Focus on vulnerable, at risk seniors; isolated patients, not connected to primary care, medically complex

Proposed CP Home Visits (2019)

- Ross Memorial Hospital (Patient flow, ED and GEM)
- Identification of high risk discharge patients and bridging the transition from hospital to home
- 3 month pilot (\$25,000), Visit 5-6 patients/day 5 days a week, Goal to reduce 3 ALC patient re-admission over 3 month period (\$500/day)
- \$64,000 Return on program investment

***Providing Health and environmental assessments, interventions and health teaching, liaise with primary care**



COMMUNITY PROGRAMS



Community Paramedic Program

- Est. in 2014
- 12 Paramedics + 1 coordinator
- 1200 hour allocation

Public education and School programs

- 10,000+ hands only CPR, oversight of 200+ PAD sites, 400+ CPR certification in high-schools
- Epipen, 911 program, car seat and helmet clinics

Seniors Groups, Community Housing, Adult Day Programs

- How and when to call 911, what to prepare, Q/A
- Great feedback from senior population of feeling of preparedness and reduced anxiety



OUR SENIOR 'SAFETY NET'

- Community Referral by CKL Paramedic Service
 - Collaboration with CELHIN (originally the CCAC) and CCCKL
 - **2000** seniors referred to community based services
 - Referral is done electronically during 911 call

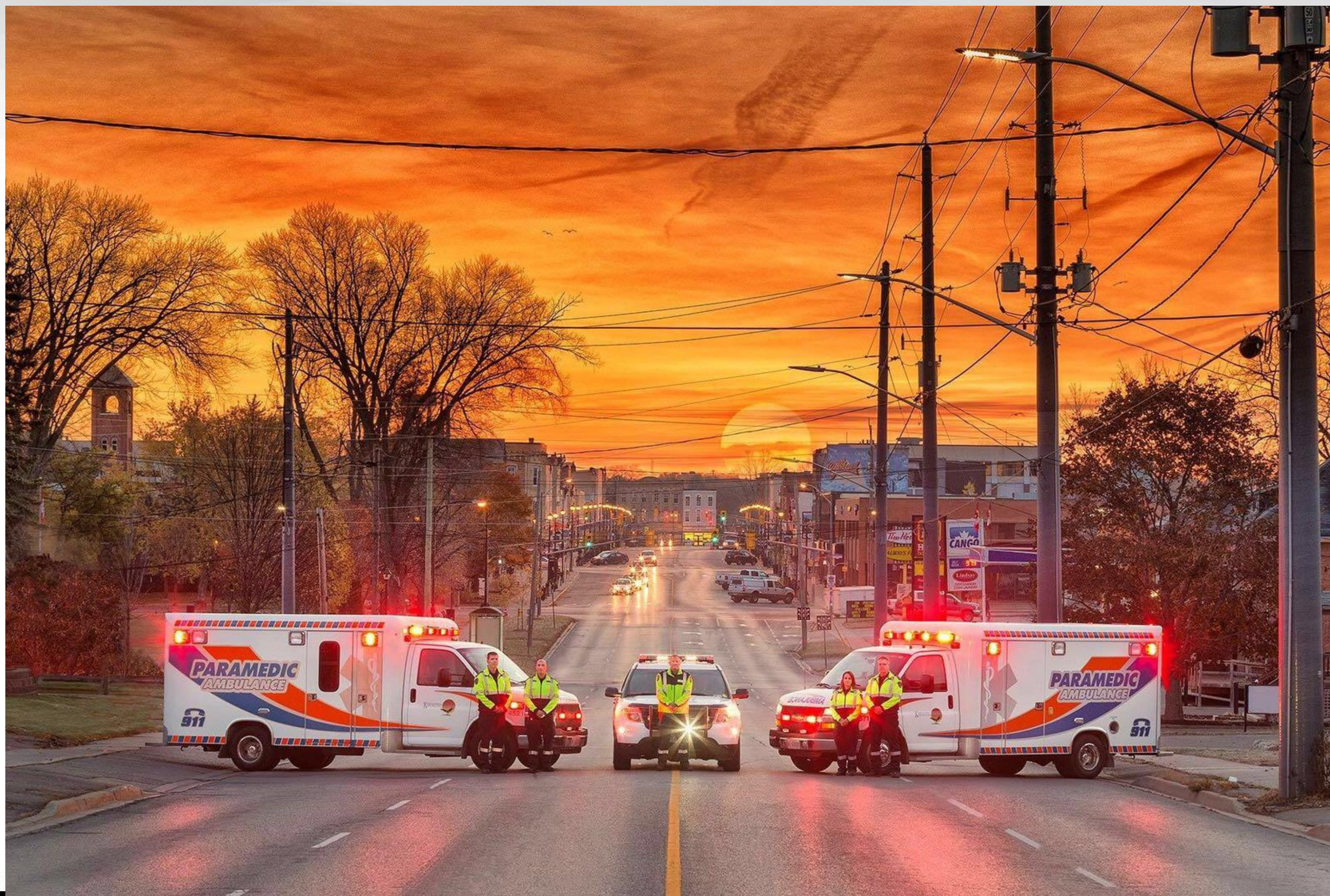




THE FUTURE OF PARAMEDICINE



- Paramedicine is about caring for people and supporting their health needs
 - Uniquely positioned and trusted
 - First hand observation to environment
 - Paramedics are skilled but frustrated
 - Frequent callers, Unnecessary transports, increasing call volume and offload
- TREAT & RELEASE? Why can't Paramedics provide more care for patients in the home?
- Why can't we move or direct patients to most appropriate resource?



QUESTIONS